

What is IBNET?

The International Benchmarking Network for Water and Sanitation Utilities (IBNET) is the world's largest database for water and sanitation utilities performance data. It is administered by the World Bank and data is drawn from across the world.

What can I use IBNET for?

IBNET can be used to compare data from a range of New Zealand water service providers with over 1400 utilities from around the world.

How can I access IBNET?

The IBNET database can be interrogated via an online interactive web portal:

<https://database.ib-net.org/Default.aspx>

Why does Water New Zealand use IBNET?

The Water New Zealand IBNET database is part of our contribution to the global water and wastewater community. It is a platform to compare and engage on performance with our sister organisations, principally, the Pacific Water and Wastewater Association on a qualitative basis.

Why does Water New Zealand not use IBNET as its primary platform?

Many of the participants in the IBNET database are from developing countries. Therefore performance indicators in the database are more suited to countries that are less advanced in delivering water and wastewater services than New Zealand.

Where does New Zealand IBNET data come from?

The New Zealand data included in the IBNET database is drawn from the National Performance Review. Indicators in the national performance review do not always match IBNET indicators exactly. Where it is possible to do so, we have manipulated the data to provide international comparisons. The following table outlines the assumptions that have been used to map Water and Wastewater data with the IBNET Toolkit:

IBNET Performance indicator	Data source
City	The city where a utility's main office is located
Number of Towns served	Estimated using the number of wards in the respective utility area.
Number of sewerage blockages	Estimated using number of complaints received for reported sewerage system blockages
Gross National Income (GNI) per Capita	World Bank (atlas) data for GNI per Capita for the reporting year (40,020US\$/person/year). http://data.worldbank.org/country/new-zealand
Exchange rate	Average exchange rate of the reporting year was used to convert \$NZD to \$USD (0.699919 \$NZD to \$USD) http://www.nzforex.co.nz/forex-tools/historical-rate-tools/historical-exchange-rates
Total number of staff	Total number of full time-equivalent (FTE) staff, including both internal and contracted staff
Volume of water sold	Calculated as the volume of water supplied in area under the Council's jurisdiction minus estimated total network water loss.
Volume of wastewater collected-industrial & commercial	The volume of trade waste entering the wastewater treatment plant was used.
What would be the monthly	Calculated as the fixed charge (inc GST) for the supply of water services to

water bill for a household consuming 6m ³ /month through household or shared yard tap	residential customers and the volumetric charge (inc GST) for the supply of water services to residential customers, normalised to 6m ³ volume.
Total electricity consumption	Conversion factor of 277.778 kWh/GJ was used to convert Gigajoule to Kilowatts.
Total debt service	The interest cost for the reporting year was used.
New investments of the year	Capital expenditure on water supply and wastewater service for the year was used.
Chemical Costs	The costs of chemicals (and other consumables) used to treat water before it is supplied to customers.
Other Costs	Management costs, council overview costs, and wastewater sludge disposal costs have been included.